



ServiceMax Field Service Management SaaS and PTC Orbit Service Description

Your use of PTC's ServiceMax and PTC Orbit SaaS offerings is subject to the terms of the [PTC Master SaaS Agreement](#) ("**Agreement**") as well as the following additional terms. Any capitalized terms used but not defined below have the meanings in the Agreement.

Introduction

PTC or its Affiliates offers three field service management ("**FSM**") suites of products – Asset 360, Core, and FieldFX, as well as add-on applications and downloadable mobile applications for some of the platforms.

PTC also offers an asset data management offering, PTC Orbit.

Offering Basis

A brief description of each FSM suite is provided below.

- **Core FSM Suite** – Core FSM Suite is built for asset-centric industries, offering features, services and integrations that help improve asset uptime with optimized in-person and remote service, boost technical productivity with mobile tools and deliver metrics for confident decision making.
- **FieldFX FSM Suite** – FieldFX FSM Suite is built for companies doing work in the oil and gas, and environmental services industries. It provides customers with the ability to organize and manage jobs, quotes, field tickets, equipment, contracts, price books, and labor, along with customer-specific electronic forms.
- **Asset 360 Suite** – Built on standard Salesforce data objects and leveraging its inherent platform capabilities, the Asset 360 Suite is intended for use with and requires a subscription to Salesforce Service Cloud and Salesforce Field Service.

The FSM suites are delivered as Software-as-a-Service ("SaaS") subscriptions. Products available within each suite are specified below.

Core FSM Suite	FieldFX FSM Suite	Asset 360 FSM Suite
Products available: • Enterprise Edition • Read-only • Partner / Customer Community • Service Board, with Complex Jobs • Schedule Optimization • Real Time Optimization Enhancement ** • Engage • Engage White-labeling* • DataGuide • Zinc • Sandbox* • API Calls* • Storage* • Language* • Event Monitoring* • Platform Encryption* • Field Audit Trail* • SMS Text Messaging* • Salesforce Shield* • Additional Look-ups* • ServiceMax AI	Products available: • Enterprise User (fka E-Ticketing) • Admin User • EAM • Timecard • Schedule and Dispatch • Rental* • Advanced Pricing Module (f/k/a CPQ)* • Invoicing* • Partner Self Service • Sandbox* • API Calls* • Storage* • Additional Look-ups*	Products available: • Asset 360 for Salesforce • Asset 360 for Contractors / Contractors Plus • Asset 360 for Partner / Customer Community • Asset 360 for Sales & Service Cloud • Asset 360 for All Other Clouds

*ServiceMax FSM SaaS products in the table above with an asterisk are licensed on a per environment basis and those without an asterisk are licensed on a Registered User basis. In addition, if the Customer requires a non-production environment for CoreFSM Suite or FieldFX FSM Suite, a Sandbox purchase from PTC is required (i.e., a sandbox purchased from salesforce.com may not be used for such purposes).

** See below. This product is licensed on the basis of the territories being optimized.

PTC Orbit is an application that allows organizations to ingest asset and product data from multiple sources, cleanse and unify such data, and make such data usable for a variety of purposes.

License Profile

A customer's use of the Services may be subject to additional or different restrictions as specified in the applicable Quote (for example, without limitation, the Quote may limit Registered Users to a particular number of logins per year).

Each person accessing or receiving access to the data in an FSM suite must have a license for the applicable FSM suite, regardless how the person gains access to the data in the suite. Registered Users must not exfiltrate data from the instance and share that data with others unless each of those individuals has a license to the applicable SFM suite.

The licensing of PTC Orbit is as described below.

Version Support

The support terms referenced in the Agreement do not apply to ServiceMax or Orbit offerings. Instead, ServiceMax and Orbit Support Policies are at <https://www.servicemax.com/support-policy>. Customers can subscribe to automatic messages regarding the status of Orbit and the ServiceMax FSM suites here: <https://servicemax.statuspage.io/>.

Regulated Industries

Regulated industries, such as medical device manufacturing and military defense product manufacturing, may have unique requirements for defining, tracking and managing access, security and changes to solution environments, and for validation by applicable regulators. PTC provides ServiceMax and Orbit Services in accordance with laws and government regulations applicable to PTC's provision of these Services to its customers generally (i.e., without regard for any customer's particular use of such Services). Customers must determine if it is appropriate for them to use such Services.

Data Export

Upon request by Customer made within thirty days after the effective date of termination or expiration of the Agreement, PTC will make Customer data in the applicable Services, if any, available to Customer in compressed archive format for export or download. After such thirty-day period, PTC will have no obligation to maintain or provide any Customer data and will have no liability resulting from destruction of the Customer data.

Back Ups and Disaster Recovery

Salesforce Environment: Customer data stored on Salesforce is subject to the Salesforce terms regarding back up and disaster recovery. PTC does not have access to the Customer's data unless the Customer specifically allows access.

AWS Environment: PTC maintains a comprehensive data backup policy to support business continuity and disaster recovery best practices. Data backups are taken on a daily basis. Further details regarding resilience processes are provided at <https://www.servicemax.com/trust/resiliency>. In the event of a wide-scale service outage, PTC will work with impacted Customers.

Security and Data Privacy

The ServiceMax and Orbit Services and associated ServiceMax and Orbit applications are provided in accordance with the resilience terms stated here (<https://www.servicemax.com/trust/resiliency>), and the security terms stated here: <https://www.servicemax.com/trust/security>.

User Behavior (applies only to Customers located in China)

Lawful Use: The Customer shall ensure that both the Customer and each individual user authorized by the Customer to use the ServiceMax Service (hereinafter referred to as "Users") comply at all times with all applicable laws, regulations and rules when using the ServiceMax Service. The Customer shall bear full responsibility for any violation by Users, as if such violations had been committed by the Customer itself.

Code of Conduct: The Customer shall ensure and require that neither the Customer nor any User, when using ServiceMax, publishes or reposts content that contains any of the following:

- Violating the fundamental principles established by the Chinese Constitution;

- Endangering Chinese national security, disclosing state secrets, subverting state power, or undermining the national unity of the People's Republic of China;
- Damaging the honor and interests of the Chinese state;
- Inciting ethnic hatred or discrimination, or undermining ethnic unity within China;
- Undermining Chinese state religious policies, or promoting cults and feudal superstitions;
- Spreading rumors, disrupting social order, or undermining social stability in China;
- Spreading obscene, pornographic, gambling, violent, terrorist content, or inciting criminal activity;
- Insulting or defaming others, or infringing upon the lawful rights and interests of others;
- Inciting illegal assemblies, associations, processions, demonstrations, or gatherings to disrupt social order in China;
- Content that endangers the security of computer information systems through computer viruses or other harmful data;
- Content that contains other materials prohibited by laws, regulations, or rules.

The Customer fully understands and agrees that, if any third party claims that content posted or uploaded by the User infringes upon its lawful rights or interests, or if an effective legal document issued by Chinese state administrative or judicial authorities confirms that a User has engaged in illegal or infringing conduct; or if PTC, based on its own judgment, deems the User's conduct to violate national laws and regulations of China or to be suspected of violating the provisions of these Terms, PTC reserves the right, at its sole discretion, to delete the relevant information and/or take appropriate measures in accordance with the Agreement and these Terms.

Legal Consequences: If a User violates these Terms, PTC reserves the right, at its sole discretion, to:

- Suspend the user's access to ServiceMax until the breach is remedied;
- Suspend the user's access to all or part of the ServiceMax;
- Terminate the Agreement.

PTC also reserves the right to hold the Customer fully liable for violation of these Terms, including but not limited to claims for any resulting losses.

Variances from the Agreement

The following topics in the Agreement are modified only for the Services as set forth below. These modifications shall supersede and override any language to the contrary in the Agreement.

Topic	Alternative Terms
SLA/Definitions	The defined term "Service Level Agreement" or "SLA" in the Agreement does not apply to the ServiceMax or PTC Orbit Services. ServiceMax software and PTC Orbit software are installed and operate on third party hosting equipment controlled and maintained by the applicable third party. PTC cannot control the uptime of these environments, so the SLA, if any, stated in the Agreement does not apply to ServiceMax Services or the Orbit Services. However, PTC will use commercially reasonable efforts to make the online purchased Service available 24 hours per day, 7 days per week, except for: (i) planned downtime or emergency maintenance; and (ii) any unavailability caused by circumstances beyond PTC's reasonable control, including, for example, an act of God, act of government, flood, fire, earthquake, civil unrest, act of terror, strike or other labor problem (other than one involving PTC employees), actions/inactions by persons other than PTC and its contractors, third party products or services used with the purchased Service, outages that are less than 5 continuous minutes in duration (e.g., monitor connectivity glitches), Internet, hosting or platform service provider failure or delay, or denial of service attack.
Integration with Non-PTC Applications	With respect to interoperability, the FSM suites are intended to interoperate with the applicable Salesforce platforms. Customers may retain PTC professional services to install the FSM suites to operate on the applicable Salesforce platforms. Although ServiceMax FSM suites are interoperable with Salesforce software, Salesforce, and not PTC, is responsible to customers for the Salesforce environment.
Customer Use of Third Party Software	In situations where Customer has third party software in its environment that the Customer wants to interoperate with the Service, Customer grants PTC permission to allow the third party and its provider to access Customer Data and information about Customer's usage of the third party product or service as appropriate for the interoperability of that third party product or service with the Service. Customer is responsible for ensuring that it has sufficient rights under applicable law to such third party software to grant the rights to PTC to allow PTC to perform its obligations for the Customer. For the sake of clarity, it is Customer's obligation to create, maintain and host such interoperability functionality.

Topic	Alternative Terms
Manner of Giving Notice	PTC provides notice to customers regarding the status of the products at: Servicemax.statuspage.io . Customers can subscribe to a push notification at this site. In addition, PTC notifies all customers regarding changes to the ServiceMax Trust Center, including changes to the list of sub-processors, at https://www.servicemax.com/trust/updates . Customers can subscribe to a push notification at this site.

Terms Specific to Particular Services Offerings

Asset 360 Suite

Asset 360 is hosted on the existing infrastructure and services provided by SFDC hosting centers. Customer's use of ServiceMax Asset 360 requires a subscription to Salesforce Service Cloud and at least a single Salesforce Field Service license. Customer must execute and maintain an active SFDC Service Agreement during the term of the agreement with PTC for use of Asset 360.

Core FSM Suite

ServiceMax Core is hosted on the existing infrastructure and services provided by SFDC hosting centers. Customer can choose the location of the Salesforce hosting center at which it will operate its "Org" (a term defined by Salesforce). ServiceMax Core is installed into the Customer's Salesforce Org as a managed package.

The following mandatory language from Salesforce.com applies to use of the ServiceMax Core products:

"Salesforce.com is an express third party beneficiary of the terms stated in this section. Customer may use the Salesforce components provided by PTC solely as part of the Service. Customer may use the Salesforce components solely to use the functionality of the Service in the form it has been provided to Customer by PTC. Unless otherwise indicated in an Order Form, Customer may not use the Salesforce components to create or use custom objects beyond those that appear in the Service in the form that it has been provided to Customer by PTC. If Customer's access to the Service provides Customer with access to any Salesforce functionality within it that is greater than the functionality described in the applicable Documentation, Customer agrees to not access or use such functionality. Customers agrees that Customer's noncompliance with the terms set forth in this section would be a material breach of this Agreement and the applicable Salesforce agreement. The purchase of ServiceMax Enterprise Edition and any other SFDC/Force Platform products under an Order Form is subject to the Salesforce.com Terms of Use available at https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/alliance-agreements-and-terms/Reseller-Pass-Through-Terms.pdf". Without limiting the foregoing, in the event that PTC is required by Salesforce.com to pay amounts to Salesforce.com as a result of Customer's failure to comply with the foregoing terms, Customer hereby agrees to reimburse PTC such amounts.

ServiceMax Go - Core Mobile App

ServiceMax Go is a field service management mobile app designed for field work. Available for iOS, Android and Windows, the Go mobile app delivers complete work and asset visibility for maximum technician productivity. ServiceMax Go enables work order process configured in Core to be made available to technicians that are out in the field – whether they have online connectivity or no network connectivity. ServiceMax Go is highly configurable to customers' work order processes and is complete with scheduling, work estimates, checklist, troubleshooting, and work order debrief.

Information about Core and conditions for using ServiceMax Go.

- Customer's users with a license to use Core may download ServiceMax Go onto their mobile devices. The Go mobile app allows Registered Users to fully use the Customer's ServiceMax Core instance.
- Each Registered User using the Go mobile app to access data from ServiceMax Core or receiving data must have a license from PTC, regardless how the user gains access to the data in the ServiceMax Core instance.
- Customer may not integrate any third-party mobile app with ServiceMax Core without PTC's express written permission.
- See the section entitled "Map Technology" below regarding the map technology used in ServiceMax products.

ServiceMax Enterprise Bundle

This bundle includes one user of each of the following offerings: Core FSM Enterprise Edition, ServiceMax DataGuide, Service Board with Complex Jobs, and Zinc. All four of these licenses must be assigned to the same Registered User (i.e., Customer may not have different users assigned to the different components of this bundle).

FieldFX FSM Suite

FieldFX is hosted on the existing infrastructure and services provided by SFDC hosting centers. Customer can choose the location of the Salesforce hosting center at which it will operate its “Org” (a term defined by Salesforce). FieldFX Base Package is installed into the Customer’s Salesforce Org as a managed package and additional packages are installed to enforce licensing of specific modules.

The following mandatory language from Salesforce.com applies to use of the ServiceMax FieldFX products: “The purchase of ServiceMax Enterprise Edition and any other SFDC/Force Platform products under an Order Form is subject to the Salesforce.com Terms of Use is available at https://www.salesforce.com/content/dam/web/en_us/www/documents/legal/Agreements/alliance-agreements-and-terms/Reseller-Pass-Through-Terms.pdf”.

A. FieldFX Scheduling & Dispatch Module

The FieldFX Scheduling & Dispatch module keeps the dispatcher informed of all job-related data and gives them the ability to track all of the resources, including personnel and equipment, so duplicate jobs and unavailable equipment are never dispatched. The dispatcher has visibility into which resources are available now and in the future which helps drive higher utilization of people and equipment.

The module also allows dispatchers to keep track of employee qualifications so only the correct people are available to meet the job requirements when scheduling and dispatching personnel, in addition to the qualifications needed to operate the planned equipment. There is also visibility provided to the dispatcher for employees that are overbooked.

- FieldFX Scheduling & Dispatch is installed into the Customer’s Salesforce Org as a managed package and can be used with ServiceMax FieldFX Base package and FieldFX E-Ticketing packages.
- Each Registered User using FieldFX Scheduling & Dispatch must have a valid FieldFX Base Package, FieldFX Schedule & Dispatch, and FX E-Ticketing license.
- FieldFX Scheduling & Dispatch is offered at a discounted Registered User price if one Registered User needs access to both FieldFX Scheduling & Dispatch and FieldFX E-Ticketing.
- A FieldFX Scheduling & Dispatch license is required for each Registered User using FieldFX Scheduling & Dispatch.
- FieldFX Scheduling & Dispatch has a dependency on the FieldFX Base Package and FieldFX E-Ticketing packages.
- FieldFX Scheduling & Dispatch stores and retrieves application assets such as JavaScript libraries, CSS and images that are hosted on AWS in United States. No Customer data is stored on AWS at any moment.
- See the section entitled “Map Technology” below regarding the map technology used in ServiceMax products.

B. FieldFX E-Ticketing Module

The FieldFX E-Ticketing module is the flagship module for FieldFX and enables streamlining of the entire field ticketing process, from operations to field personnel, and accounting. Operations managers create jobs and tickets in FieldFX and then dispatch the information to crews in the field. Field personnel, using FieldFX online or off, can update (or create new) contract-compliant, accurate field tickets and capture signatures while working remotely. When they return to a location with an internet connection, they simply push a button to sync with the FieldFX cloud, making the information accessible back in the office. Accounting can then review the information and send it through the company’s invoicing system to create an invoice based on the field ticket data.

- FieldFX E-Ticketing is installed into the Customer’s Salesforce Org as a managed package and can be used with ServiceMax FieldFX Base package.
- Each Registered User using FieldFX E-Ticketing must have a valid FieldFX Base Package license and FieldFX E-Ticketing license.
- A FieldFX E-Ticketing license is required for each user using FieldFX E-Ticketing.
- Each Registered User utilizing FieldFX Mobile must have a valid FieldFX E-Ticketing license.
- FieldFX Schedule & Dispatch stores and retrieves application assets such as JavaScript libraries, CSS and images that are hosted on AWS in United States. No Customer data is stored on AWS at any moment.
- FieldFX E-Ticketing has a dependency on the FieldFX Base Package.

C. FieldFX Advanced Pricing Module (f/k/a CPQ)

FieldFX Advanced Pricing Module provides contract administrators with the ability to model contracts with complex rules related to the applicability of certain equipment, services, labor and supplies based on the operational and environmental characteristics of jobs. Salespeople and field personnel answer simple questions at the time of quote creation or job performance and this product uses these answers to recommend and price the appropriate items to use given the unique conditions of the job and working environment- all while running completely disconnected from the Internet.

- FieldFX Advanced Pricing Module is installed into the Customer's Salesforce Org as a managed package and can be used with ServiceMax FieldFX Base package and FieldFX E-Ticketing packages.
- Each Registered User using FieldFX Advanced Pricing Module must have a valid FieldFX Base Package license, FieldFX E-Ticketing license, and FieldFX CPQ license.
- FieldFX Advanced Pricing Module is priced as a surcharge to the ACV.
- A FieldFX Advanced Pricing Module license is required for each Registered User using FieldFX Advanced Pricing Module.
- Each Registered User accessing the rule, rule action, parent pricing, or conditional pricing metadata and UIs built on top to administer and run Advanced Pricing Module must have a valid FieldFX Advanced Pricing Module license.
- FieldFX Advanced Pricing Module has a dependency on the FieldFX Base Package and the FieldFX E-Ticketing packages.

D. FieldFX EAM (Enterprise Asset Management)

The FieldFX EAM module enhances physical asset management by providing process and intelligence that allows for increased equipment reliability, systematic preventative and predictive maintenance, and efficient regulatory compliance. Each asset can have multiple preventative maintenance schedules assigned to it which automatically generate work orders from highly configurable templates. FieldFX EAM work orders track the labor, tasks and supplies used to perform the respective maintenance as well as other information such as documents, certifications and photos.

- FieldFX EAM is installed into the Customer's Salesforce Org as a managed package and can be used with ServiceMax FieldFX Base package.
- Each Registered User using FieldFX EAM must have a valid FieldFX Base Package license and FieldFX EAM license.
- FieldFX EAM work order completion is supported in FieldFX mobile.
- A FieldFX EAM license is required for each Registered User using FieldFX EAM.
- FieldFX EAM has a dependency on the FieldFX Base Package.

E. FieldFX Invoicing

The FieldFX Invoicing module completes the quote-to-cash process, ensuring a four-way match between the contract, the quote, the ticket and the invoice. While FieldFX Invoicing does not replace an ERP system, it will make integration with an ERP less complicated while supporting the intricacies of each customer's invoicing requirements and ensuring contract compliance - specifically to rental jobs and equipment. FieldFX Invoicing provides the ability to track payments and issue credit memos in addition to tracking the customer's available credit- giving you a 360-degree view of a customer's account balance.

- FieldFX Invoicing is not a separate managed package and is included as part of the FieldFX Base Package license. The security is managed using permission sets and profiles.
- FieldFX Invoicing is priced as a surcharge to the ACV.
- All Registered Users of FieldFX Invoicing will need FieldFX Base Package and FieldFX E-Ticketing licenses.

F. FieldFX Timecards

The FieldFX Timecards makes the process of tracking payable time for employees, including those working remotely, simple and more efficient. Transform your paper or spreadsheet-based time management process with an easy-to use solution that gives your field personnel the ability to track time using a smartphone, with or without an internet connection.

- FieldFX Timecards is installed into the Customer's Salesforce Org as a managed package and contains all metadata to run the application but has dependencies to the FieldFX Base Package license.
- Each Registered User using FieldFX Timecards must have a valid FieldFX Base Package license and FieldFX Timecards.

- FieldFX Timecards is a reduced Registered User price from FieldFX E-Ticketing in the case that a single Registered User needs both licenses.
- FieldFX Timecards contains metadata and has a dependency on FieldFX Base Package.

PTC Orbit

- PTC Orbit is sold on the basis of the number of production instances Customer deploys, and each license entitles the Customer to one sandbox tenant and a set number of credits ("Credits") per month, as determined by the package type (Standard or Pro).
- Credits are acquired as follows:
 - Upon purchase, Customers are entitled to the following allocation of Credits.
 - PTC Orbit Standard entitles organizations to 3,000 Credits per month.
 - PTC Orbit Pro entitles organizations to 7,500 Credits per month.
 - Should Customers consume all available Credits for the month, additional Credits can be purchased in bundles of 1,000 Credits/month or they may upgrade to the Pro package.
- Credits are consumed as follows:
 - Credits are applied towards data ingestion/publishing, compute, and natural language questions/interactions. Each question/interaction will be assigned a certain number of Credits based on the complexity of the question/interaction and the amount of data involved.
 - Data ingestion/publishing consumption will be based on volume of data that needs to be ingested and published.
 - Compute will be based on how long a given service takes to complete.
 - Unused credits expire at the end of each month and cannot be used in subsequent months.
- Tenants: Each customer subscription includes one production tenant and one sandbox tenant. Additional sandbox tenants can be purchased as required.

Add-on Modules

A. Service Board

Service Board is available for use with the Core platform. It is a scheduling application that provides an intuitive user experience with quick and organized access to the data you need to schedule and monitor jobs, manage workloads and schedules, and determine and assign the best resources for jobs based on business-specific criteria.

- Service Board is hosted on AWS in Ireland.
- Service Board licenses are based on a Registered User model. A license is required for each person accessing Service Board and also for each resource (e.g., technicians, contractors, etc.) being dispatched using Service Board, regardless of whether such resource actually accesses Service Board. Users logging into Service Board must have a ServiceMax Core Enterprise Edition license and associated Salesforce licenses. For resources being dispatched, they will need to have a Service Board license (regardless of whether they have a ServiceMax Core Enterprise Edition license or not). In addition, an Admin level Registered User will be required to integrate the data between Schedule Optimization and ServiceMax Core. A license of Service Board includes one production and one non-production tenant; if Customer requires additional tenants, those may be purchased on a per-tenant basis (priced based on size and availability model). Prior to August 1, 2024, the additional tenant licenses were purchased on a Registered User basis – this change to the Service Description will not cause such tenant licenses to become licensed on a per tenant basis (i.e., they will continue to be Registered User until the parties agree to the contrary in writing).
- A license of Service Board requires that Customer allocate one of its salesforce.com licenses to enable the integration between Service Board and the salesforce.com product. By purchasing the product, Customer hereby authorizes PTC to allocate such license on Customer's behalf. See the section entitled "Map Technology" below regarding the map technology used in ServiceMax products.

B. Schedule Optimization (a/k/a ServiceMax Optimization)

Schedule Optimization delivers optimized dispatch of work orders to technicians. Schedule Optimization provides the ability to configure various factors influencing dispatch and the scope of impact each factor has on the dispatch results. Service organizations of all sizes can effectively implement Schedule Optimization to reduce operational costs, increase margins, and enhance productivity levels.

Customer may purchase an enhancement to Schedule Optimization called Real Time Optimization Enhancement for an incremental fee per territory being optimized.

See the section entitled "Map Technology" below regarding the map technology used in ServiceMax products.

Schedule Optimization is hosted on AWS in Ireland. Users are the number of the resources (technicians, contractors, equipment, etc.) that are being optimized by the Schedule Optimization engine. Each Admin setting up Schedule Optimization will be required to have ServiceMax Core Enterprise Edition licenses and associated Salesforce licenses. In addition, an Admin level Registered User will be required to integrate the data between Schedule Optimization and ServiceMax Core.

C. Engage

ServiceMax Engage operates with the Core and Asset 360 platforms and is an intuitive, turnkey mobile app that connects service organizations with their end customers—the owners and operators of the equipment they service—to improve customer experience and asset data quality.

- Engage is installed into the Customer's Salesforce Org as an extension package to the Core or A360 managed package.
- Engage enables access to ServiceMax data via the Engage mobile app which provides a targeted user experience designed for end user or operator of assets and equipment.
- Information being accessed by Engage is in the context of a Salesforce Community. Configuration includes authentication, access control and application settings.
- Each Registered User using the Engage mobile app must have an Engage license and a Customer Community Plus license and can download the mobile app from the public app stores.
- See the section entitled "Map Technology" below regarding the map technology used in ServiceMax products.

D. DataGuide

DataGuide is available as a managed package for ServiceMax Core and FieldFX product lines. It combines the capabilities of advanced forms and document generation to guide technicians to efficiently capture and present data in support of a variety of tasks such as inspection, maintenance, and safety. The ease of DataGuide Forms and Reports (output documents), along with the power of integrated ServiceMax data served up in the Go mobile application will deliver an experience for your field technicians that will boost their productivity, reduce administrative time, and eliminate costly errors in service data.

- Each Registered User using DataGuide must have a valid Core license or FieldFX license and a DataGuide license.
- A DataGuide license is required for each Registered User using DataGuide and customers must maintain a 1:1 ratio between DataGuide license and each mobile user license.
- DataGuide is natively embedded into the Go mobile app and both the DataGuide Forms and DataGuide Documents functionalities can be accessed directly from the Go mobile app. Users can download ServiceMax Go from the public app stores.
- DataGuide stores all Customer data in the designated Salesforce Org where the DataGuide package is installed.
- DataGuide stores and retrieves application assets such as JavaScript libraries, CSS and images that are hosted on AWS in United States. No Customer data is stored on AWS at any moment.

E. Zinc

ServiceMax Zinc is available for the ServiceMax Core platform. It is a collaboration tool designed for field service. Zinc connects everyone on the service team in real time with the people and information needed to confidently get the job done quickly and correctly, allowing organizations to reduce mean time to repair, boost customer satisfaction and improve employee engagement.

- All Zinc Registered Users must have an active Zinc license to use Zinc. Each Registered User that a Customer adds to Zinc consumes a single license.
- Zinc can be used without a ServiceMax Core license if the Zinc Registered User does not require any access to ServiceMax Core data. If the Zinc Registered User requires access to the ServiceMax Core data, then that Registered User must also have a ServiceMax Core license.
- Any licensed User may download the Zinc app, sign in, and start using the app. The Zinc mobile app can be downloaded from the iOS or Android app stores. The desktop app can be downloaded from the ServiceMax web site. Additionally, Registered Users can access the Zinc web app from their browser.
- Zinc is hosted on AWS in the United States. Customer data is stored on AWS servers in the United States.

F. ServiceMax AI

ServiceMax AI is available for the ServiceMax Core platform. It is a tool that allows service technicians to query the Service and obtain answers designed to enable them to provide better and/or more efficient service to Customer's customers.

- ServiceMax AI is sold on a Registered User basis. In addition, ServiceMax AI is limited by: (i) the number of AI Credits the Customer consumes per month, and (ii) the number of pages of documents that Customer submits to the Service (each a "Page").
- An "AI Credit" is an allowance for Customer to submit a certain number of questions (or other interactions) to the Service. Each question/interaction will be assigned a certain number of credits based on the complexity of the question/interaction and the amount of data involved. For each Registered User, the allowance will be 1,000 AI Credits per month, and AI Credits allocated to a Registered User may be used by other Registered Users as long as Customer does not exceed its aggregate allowance in any given month. Unused AI Credits expire at the end of each month, and cannot be used in subsequent months. The number of Pages that Customer may submit to the Service is limited to 1,000 per Registered User. This is not measured on a monthly or annual basis. Rather, this is a cumulative, total amount over the entire contract term (including renewals). Pages allocated to a Registered User may be used by other Registered Users as long as Customer does not exceed its aggregate allowance.
- A bundle of additional AI Credits and Pages must be purchased if Customer exceeds its allowance of AI Credits or Pages. These additional AI Credit purchases are measured on a monthly basis. Unused AI Credits expire at the end of each month, and cannot be used in subsequent months.

Map Technology in ServiceMax Offerings

NOTICE: Some countries place conditions and restrictions on use of map technology. Customers are solely responsible for using map technology that is permitted where the Customer intends to operate and for providing all necessary notices to, and obtaining any necessary consents from, the individuals whose personal information (including, without limitation, geolocation) is included in, or processed in connection with, map technology.

PTC lists below the map provider that PTC generally uses with an application. PTC may, however, substitute one of the other map providers listed below to improve efficiency and optimize the performance of the Services.

A. Google

PTC generally uses Google Maps in the following ServiceMax products:

Core
Engage
Go

Google Terms. PTC has developed a Google Maps API implementation. The Google Terms of Service at <https://cloud.google.com/terms/> and the Google Maps Additional Terms of Service at https://maps.google.com/help/terms_maps/ apply to Customers' use of Google Maps.

If PTC has enabled customers to utilize their own license for Google Maps, then customers are responsible to comply with the terms that they have with Google for use of Google Maps in connection with ServiceMax products.

Customers using Google Maps must notify their users, via the Customer's privacy notice, that the Google Maps API(s) may be used in connection with certain products, and incorporate by reference Google's then current Privacy Policy found at <http://www.google.com/policies/privacy>). The Customer's privacy notice must notify users of the collection of geo location data.

B. GraphHopper

Schedule Optimization default map provider is Graphhopper. Graphhopper's Terms of Use at <https://www.graphhopper.com/terms/> apply to Customers' use of Graphhopper products. Customers may provide their own license key to use Graphhopper, and Customers are fully responsible for complying with the applicable Graphhopper terms in that case.

C. MapBox

The default map provider for Service Board is MapBox. MapBox's Terms of Use at <https://www.mapbox.com/legal/tos> apply to Customers' use of MapBox products. Customers may provide their own license key to use MapBox, and Customers are fully responsible for complying with the applicable MapBox terms in that case.